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Dana Hughes*

**UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA**

DANA HUGHES, individually and
on behalf of all others similarly
situated.

Plaintiff,
vs.

NETSPEND HOLDINGS, INC., a Georgia corporation; and DOES 1 through 25, inclusive,

Defendants.

Case No.

**CLASS ACTION COMPLAINT
FOR:**

1. VIOLATIONS OF THE CALIFORNIA TRAP AND TRACE LAW (CAL. PENAL CODE § 638.51)

JURISDICTION

1. This Court has subject matter jurisdiction over this action pursuant to the Class Action Fairness Act of 2005, 28 U.S.C. § 1332(d)(2), because the total matter in controversy exceeds \$5,000,000 and there are over 100 members of the proposed class. Further, at least one member of the proposed class is a citizen of a State within the United States and at least one defendant is the citizen or subject of a foreign state.

2. This Court has personal jurisdiction over Defendant because, on information and belief, Defendant has purposefully directed its activities to the Central District of California by regularly engaging with individuals in California through its website. Defendant's illegal conduct is directed at and harms California residents, including Plaintiff, and if not for Defendant's contact with the forum, Plaintiff would not have suffered harm.

3. Venue is proper in the Central District of California pursuant to 28 U.S.C. § 1391 because Defendant (1) is authorized to conduct business in this District and has intentionally availed itself of the laws and markets within this District; (2) does substantial business within this District; (3) is subject to personal jurisdiction in this District because it has availed itself of the laws and markets within this District; and the injury to Plaintiff occurred within this District.

PARTIES

4. Plaintiff Dana Hughes (“Plaintiff”) is a citizen of California residing within the Central District of California.

5. Defendant NetSpend Holdings, Inc. (“Defendant” or “NetSpend”) is a Georgia corporation that owns, operates, and/or controls www.netspend.com.

6. The above-named Defendant, along with its affiliates and agents, are collectively referred to as "Defendants." The true names and capacities of the Defendants sued herein as DOE DEFENDANTS 1 through 25, inclusive, are

1 currently unknown to Plaintiff, who therefore sues such Defendants by fictitious
2 names. Each of the Defendants designated herein as a DOE is legally responsible
3 for the unlawful acts alleged herein. Plaintiff will seek leave of Court to amend the
4 Complaint to reflect the true names and capacities of the DOE Defendants when
5 such identities become known.

6 7. Plaintiff is informed and believes that at all relevant times, every
7 Defendant was acting as an agent and/or employee of each of the other Defendants
8 and was acting within the course and scope of said agency and/or employment with
9 the full knowledge and consent of each of the other Defendants, and that each of
10 the acts and/or omissions complained of herein was ratified by each of the other
11 Defendants.

FACTUAL ALLEGATIONS

13 8. Netspend Holdings, Inc. is a financial services company and the
14 proprietor of www.netspend.com, an online platform.

15 9. Defendant has installed on its Website software created by TikTok in
16 order to identify website visitors (the “TikTok Software”).

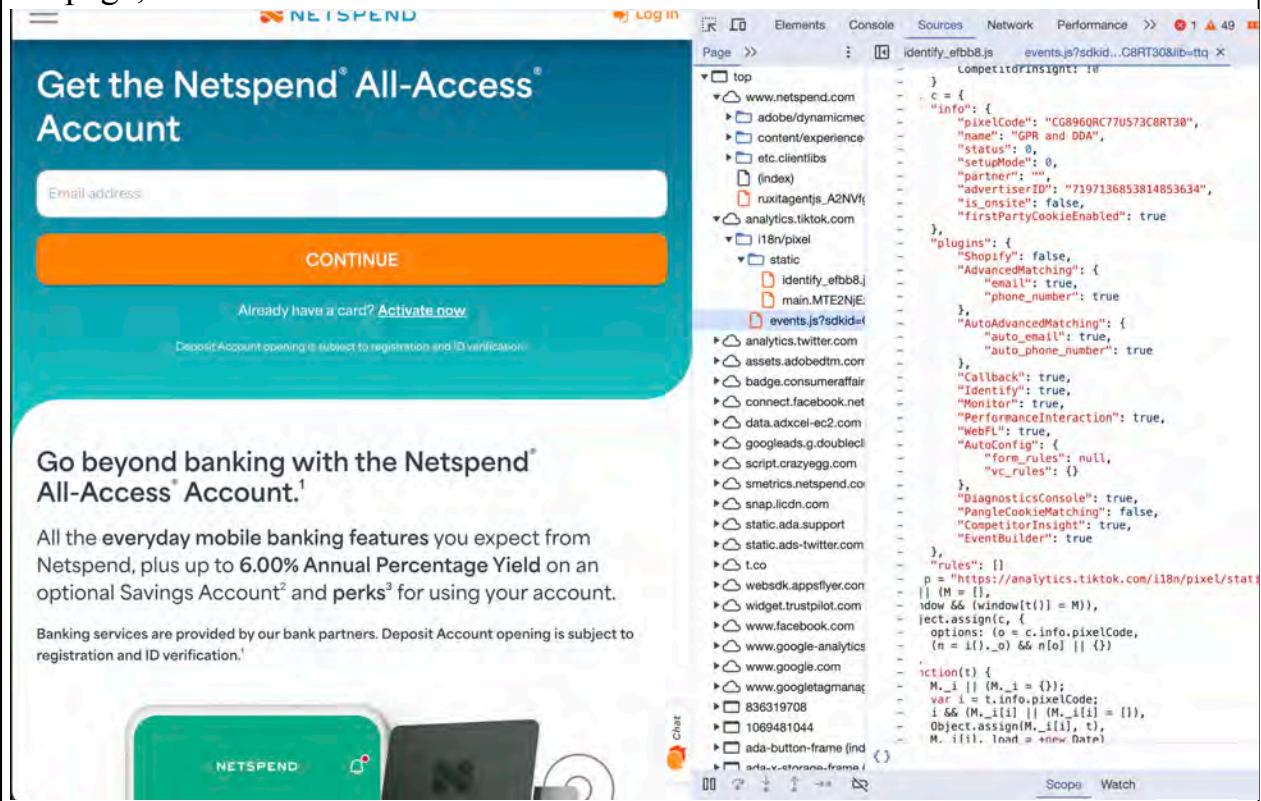
17 10. The TikTok Software acts via a process known as “fingerprinting.”
18 Put simply, the TikTok Software collects as much data as it can about an otherwise
19 anonymous visitor to the Website and matches it with existing data TikTok has
20 acquired and accumulated about hundreds of millions of Americans.

21 11. The TikTok Software gathers device and browser information,
22 geographic information, referral tracking, and url tracking by running code or
23 “scripts” on the Website to send user details to TikTok.

24 12. The TikTok Software begins to collect information the moment a user
25 lands on the Website. Thus, even though the Website has a “cookie banner” the
26 information has already been sent to TikTok regarding the user’s visit.

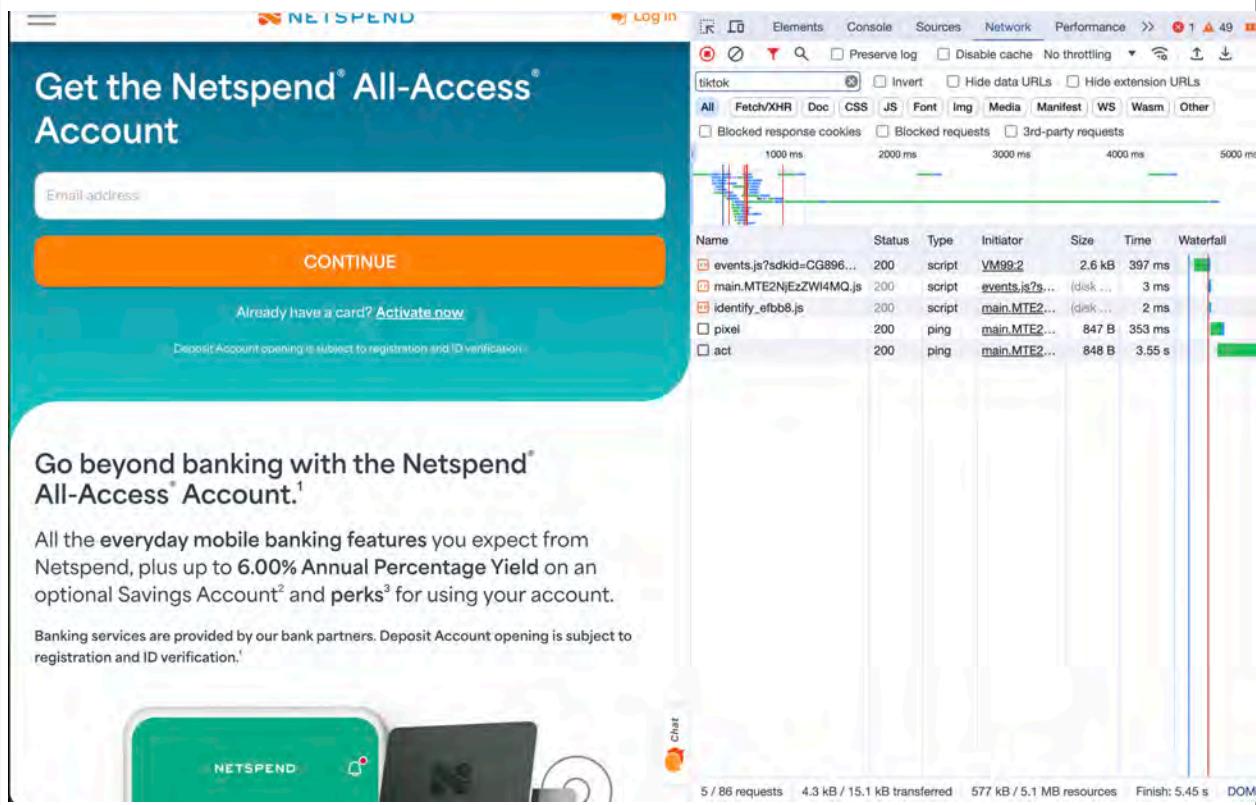
1 13. Additionally, since Netspend has decided to use TikTok's
 2 "AutoAdvanced Matching" technology, TikTok scans every website for
 3 information, such as name, date of birth, and address, the information is sent
 4 simultaneously to TikTok, so that TikTok can isolate with certainty the individual
 5 to be targeted.

6 14. The TikTok Software runs on virtually every page of Netspend's
 7 website, sending to TikTok images of website user's interest in Defendant's
 8 services. An image of the code, as it appears side by side (and simultaneously)
 9 with the TikTok AutoAdvanced Matching tracking code Netspend has placed on
 10 the page, can be seen here:



23 15. The Netspend website instantly sends communications to TikTok
 24 when a user lands, and every time a user clicks on a page. In the examples below,
 25 the right side of the image shows the various TikTok scripts being run by
 26
 27
 28

1 Defendant, and the electronic impulses being sent to TikTok to add to their
 2 collection of user behavior.



16. California Penal Code § 638.50(c). California law defines a “trap and
 17 trace device” as “a device or process that captures the incoming electronic or other
 18 impulses that identify the originating number or other dialing, routing, addressing,
 19 or signaling information reasonably likely to identify the source of a wire or
 20 electronic communication, but not the contents of a communication.” California
 21 Penal Code § 638.50(c).

22. The TikTok Software is a process to identify the source of electronic
 23 communication by capturing incoming electronic impulses and identifying dialing,
 24 routing, addressing, and signaling information generated by users, who are never
 25 informed that the website is collaborating with the Chinese government to obtain
 26 their phone number and other identifying information.

1 18. The TikTok Software is “reasonably likely” to identify the source of
2 incoming electronic impulses. In fact, it is designed solely to meet this objective.

3 19. Defendant did not obtain Class Members' express or implied consent
4 to be subjected to data sharing with TikTok for the purposes of fingerprinting and
5 de-anonymization.

6 20. CIPA imposes civil liability and statutory penalties for the installation
7 of trap and trace software without a court order. California Penal Code § 637.2; see
8 also, *Greenley v. Kochava*, 2023 WL 4833466, at *15-*16 (S.D. Cal. July 27,
9 2023).

10 21. Defendant did not obtain Class Members' express or implied consent
11 to be subjected to data sharing with TikTok for the purposes of fingerprinting and
12 de-anonymization.

CLASS ALLEGATIONS

14 22. Plaintiff brings this action individually and on behalf of all others
15 similarly situated (the “Class”) defined as follows:

All persons within California who within the statute of limitations period: (1) communicated with Defendant via the chat feature on Defendant's Website using cellular or landline telephony, and (2) whose communications were recorded and/or eavesdropped upon without prior consent.

21 23. NUMEROSITY: Plaintiff does not know the number of Class
22 Members but believes the number to be in the thousands, if not more. The exact
23 identities of Class Members may be ascertained by the records maintained by
24 Defendant.

25 24. COMMONALITY: Common questions of fact and law exist as to all
26 Class Members, and predominate over any questions affecting only individual
27 members of the Class. Such common legal and factual questions, which do not

1 vary between Class members, and which may be determined without reference to
2 the individual circumstances of any Class Member, include but are not limited to
3 the following:

- 4 a. Whether Defendant caused electronic communications from
5 class members with the Website to be recorded, intercepted,
6 and/or monitored;
- 7 b. Whether Defendant aided and abetted a third party in
8 eavesdropping on such communications;
- 9 c. Whether Plaintiff and Class Members are entitled to statutory
10 penalties; and
- 11 d. Whether Class Members are entitled to injunctive relief.

12 25. TYPICALITY: As a person who visited Defendant's Website and
13 whose electronic communication was recorded, intercepted and eavesdropped
14 upon, Plaintiff is asserting claims that are typical of the Class.

15 26. ADEQUACY: Plaintiff will fairly and adequately protect the interests
16 of the members of The Class. Plaintiff has retained attorneys experienced in the
17 class action litigation. All individuals with interests that are actually or potentially
18 adverse to or in conflict with the class or whose inclusion would otherwise be
19 improper are excluded.

20 27. SUPERIORITY: A class action is superior to other available methods
21 of adjudication because individual litigation of the claims of all Class Members is
22 impracticable and inefficient. Even if every Class Member could afford individual
23 litigation, the court system could not. It would be unduly burdensome to the courts
24 in which individual litigation of numerous cases would proceed.

FIRST CAUSE OF ACTION

Violations of California Trap and Trace Law

Cal. Penal Code § 638.51

28. Plaintiff repeats and re-alleges the allegations contained in every preceding paragraph as if fully set forth herein.

29. California Penal Code §638.51 (the “California Trap and Trace Law”) provides that “a person may not install or use...a trap and trace device without first obtaining a court order...” § 638.51(a).

30. A “trap and trace device” as “a device or process that captures the incoming electronic or other impulses that identify the originating number or other dialing, routing, addressing, or signaling information reasonably likely to identify the source of a wire or electronic communication, but not the contents of a communication.” California Penal Code § 638.50(c).

31. Defendant uses a trap and trace process on its Website by deploying the TikTok Software on its Website, because the software is designed to capture the phone number, email, routing, addressing and other signaling information of website visitors. As such, the TikTok Software is designed precisely to identify the source of the incoming electronic and wire communications to the Website. Defendant did not obtain consent from Plaintiff or any of the class members before using trap and trace technology to identify users of its Website, and has violated Section 638.51.

32. CIPA imposes civil liability and statutory penalties for violations of §638.51. California Penal Code § 637.2; see also, *Greenley v. Kochava*, 2023 WL 4833466, at *15-*16 (S.D. Cal. July 27, 2023).

PRAYER

WHEREFORE, Plaintiff prays for the following relief against Defendant:

1. An order certifying the Class, naming Plaintiff as the representative of the Class and Plaintiff's attorneys as Class counsel;
2. An order declaring Defendant's conduct violates CIPA;
3. An order of judgment in favor of Plaintiff and the Class against Defendant on the cause of action asserted herein;
4. An order enjoining Defendant's conduct as alleged herein and any other injunctive relief that the Court finds proper;
5. Statutory damages pursuant to CIPA;
6. Punitive damages;
7. Prejudgment interest;
8. Reasonable attorneys' fees and costs; and
9. All other relief that would be just and proper as a matter of law or equity, as determined by the Court.

DATED: August 20, 2024

TAULER SMITH LLP

By: /s/ Robert Tauler
Robert Tauler, Esq.
Attorney for Plaintiff
Dana Hughes

COMPLAINT

1 **DEMAND FOR JURY TRIAL**

2 Plaintiff Dana Hughes hereby demands a trial by jury.

3

4 DATED: August 20, 2024

TAULER SMITH LLP

5

6 By: /s/ Robert Tauler
7 Robert Tauler, Esq.
8 *Attorney for Plaintiff*
9 *Dana Hughes*